

---

# *N-FOCUS Major Release Children and Family Services November 8, 2015*

---

A Major Release of the N-FOCUS system is being implemented November 8, 2015. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections:

**General Interest and Mainframe Topics:** All N-FOCUS users should read this section.

**Electronic Application:** N-FOCUS users responsible for case activity received through the Web based Electronic Application should read this section.

**Developmental Disabilities Programs:** N-FOCUS users who work directly with DD programs and those who work with the related Medicaid cases should read this section.

**Note:** This section will only appear when there are tips, enhancements or fixes specific to Development Disabilities Programs.

**Expert System:** All N-FOCUS users with responsibility for case entry for AABD, ADC Payment, SNAP, CC, FW, IL, MED, and Retro MED should read this section.

**Note:** When new functionality is added to N-FOCUS that crosses multiple topics (ie General Interest and Mainframe, Alerts, Correspondence, Expert System etc) the functionality will be described in one primary location. This location will usually be the General Interest and Mainframe section or the Expert System section. Alerts, Work Tasks and Correspondence that are part of the new functionality will be documented in both the primary location that describes the entire process and in the Alerts, Work Tasks and Correspondence sections.

## **Table of Contents**

---

<b>General Interest and Mainframe</b> .....	<b>3</b>
Interim Social Security Number (New) .....	3
List Organization Window (Change) .....	7
MED Only Organization and Investigations (Fix) .....	7
Deleting Service Authorizations Created in Error (Change) .....	7
CHARTS Referral Adding NCP (Change) .....	8
CHARTS Referral Adding NCP Less Than Age 13 (Change) .....	9
Person Search (Change) .....	9
Search Office Position (Change) .....	10
Detail Office Window (Change) .....	10

<b>Correspondence</b> .....	<b>11</b>
Adoption and Guardian Annual Letter Report (Change).....	11
<b>Expert System</b> .....	<b>11</b>
Monthly MESA (New) .....	11
MESA Process by Worker .....	12
Transitional Child Care (Change).....	14
<b>Children &amp; Family Services</b> .....	<b>16</b>
Detail Immunization Window (New) .....	16
Detail Medical Exams Window (Change) .....	17
Adoptive Placement Agreement Window (Change) .....	17
Intake and Intake Worksheet (Change) .....	17
Home Detail Facility Type (Change).....	18
Education Court Report (New).....	18
Service Referral Print Family FSNA (Change) .....	19
Independent Living Plan (Change).....	21
Service Approval (Change) .....	21
APS Investigation (Change) .....	22
APS Program Case (Change) .....	23
APS Program Case Narratives (Change).....	24
Family Relationships (Change) .....	24
Guardianship Relationship (Change).....	25
<b>N-FOCUS Tips</b> .....	<b>26</b>
Addresses .....	26
Tribal Information .....	26
Copy/Paste Keyboard Short Cuts .....	26
Viewing Family Relationships .....	26
Program Case Actions Affecting Service Authorizations.....	26
Document Imaging .....	27
Search Providers .....	28
Earned Income Verification Correspondence .....	29
Narrating in Expert System .....	29
Snipping Tool.....	30
Sticky Notes .....	30
N-FOCUS Public Web Site Child Care Roster .....	31

## General Interest and Mainframe

### Interim Social Security Number (New)

Effective with the 11/8/15 Major Release, workers will be able to assign Interim Social Security numbers to clients who do not provide a valid Social Security number.

This can be done either when a new Master Case is registered, and a person is added, or when a new person is added to an existing Master Case, using the “Add Person” window.

N-FOCUS - Add Person

Name

First ERIC

Middle

Last BLAIR

Ext [NONE]

Sex MALE

SSN Interim SSN

Birth Date 06-20-1999

Ethnicity [NONE]

Race (Select ALL that apply)

- American Indian or Alaska Native
- Asian
- Black or African American
- Declined
- Native Hawaiian or Other Pacific Islander
- Unknown
- White

Perform Clearance Cancel Help

Clicking on the “Perform Clearance” push-button will bring up the following message window explaining the conditions for assigning an interim SSN.

N-FOCUS - Assign Interim Social Security Number

An interim SSN may be generated in the following situations:

- \* Client does not have a Social Security Number (ineligible aliens, etc.)
- \* Client does not know their Social Security Number
- \* An infant, under the age of one year, for whom a Social Security Number has not been assigned.

Do you still want to assign an interim SSN?

Yes No

By clicking Yes, the SSN field will automatically populate with the next available Interim Social Security number.

The “Interim SSN” push-button, located next to the “SSN” field, will automatically populate the field with the next available Interim Social Security number.

The screenshot shows the 'N-FOCUS - Add Person' window. The 'Name' section includes 'First' (ERIC), 'Middle' (empty), 'Last' (BLAIR), and 'Ext' ([NONE]). The 'Sex' is set to 'MALE'. The 'SSN' field contains '000-11-0011' and is highlighted with a red box. Next to it is an 'Interim SSN' button. The 'Birth Date' is '06-20-1999'. The 'Ethnicity' is '[NONE]'. The 'Race' dropdown menu is open, showing options: American Indian or Alaska Native, Asian, Black or African American, Declined, Native Hawaiian or Other Pacific Islander, Unknown (highlighted), and White. At the bottom are buttons for 'Perform Clearance', 'Cancel', and 'Help'.

An Interim SSN may also be assigned to an existing client in the “Person Detail” window using the “Actions” drop-down menu.

Clicking on “Assign Interim SSN” from the Person Detail window will also bring up the message window explaining the conditions for assigning an interim SSN.

The screenshot shows the 'N-FOCUS - Person Detail' window with the 'Actions' menu open. The menu items are: Terminate SSN, Assign Interim SSN (highlighted with a red box), Discontinue Duplicate Person, Reverse Discontinued Person, Copy Person Index Info (F11), and Print Person Bar Code (Ctrl+Shift+P).

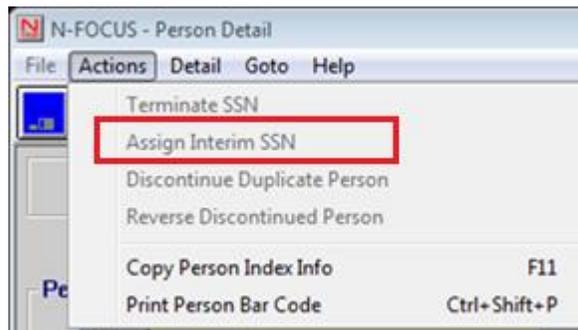
**Note:** An Interim SSN cannot be assigned to a client whose Social Security number has been verified in “Person Verification”. The “Assign Interim SSN” menu option will be disabled in this situation.

N-FOCUS - Person Verification Data

**KELLBLUE S BALDNAME**

SSN	Verification Source	Date	Hub Verification Source	Date
310-92-9091	SVES Interface	08-29-2015	HUB SSA Interface	07-24-2015
Citizenship		07-25-2015	HUB SSA Interface	07-24-2015
Identity		07-25-2015	HUB SSA Interface	07-24-2015
Birth Date 11-04-1982	Unverified			
Deceased Date				

OK Cancel



The correspondence that will be sent to the client, to inform them of the temporary SSN, is shown on the next page.

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
PO BOX 85801  
LINCOLN NE 68501-5801

Case Number - 00642876  
Case Name - KELLBLUE BALDNAME  
CONTACT - ACCESSNebraska  
Fax Number - (402)471-9209  
Date of Notice - 11-09-2015  
Mail Date - 11-10-2015

GUY NEWMAN  
SYSTEM TEST FOURTH FLOOR N-FOCUS  
LINCOLN NE 68509-5026

An Interim Social Security Number has been assigned to the following individual: GUY NEWMAN.

The Interim Social Security number is assigned only for the purpose of identification of applicants who lack a valid Social Security number.

Please contact DHHS at (800)383-4278 in order to obtain this information for your records. You may also contact the Lincoln office at (402)323-3900, or the Omaha office at (402)595-1258.

If your case is assigned, you may contact the assigned worker at the number in the CONTACT section above.

If this person already has a valid Social Security number, please contact DHHS so that your case information may be updated.

The last 4 digits of the Social Security number are required for establishing an ACCESSNebraska account, as well as for activating an Electronic Balance Transfer (EBT card), or a ReliaCard.

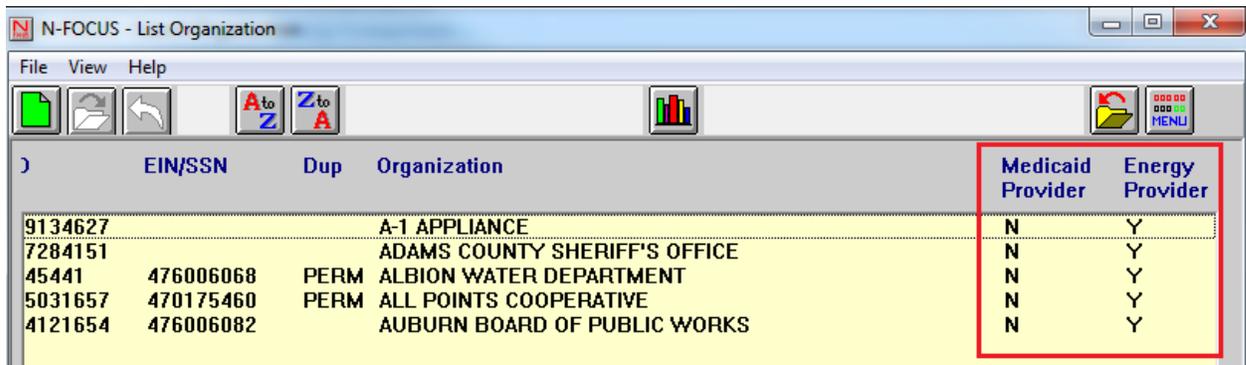
Economic Assistance  
Toll Free: (800)383-4278  
Lincoln: (402)323-3900  
Omaha: (402)595-1258

Go online:  
[ACCESSNebraska.ne.gov](http://ACCESSNebraska.ne.gov)

Nebraska Medicaid Eligibility  
Toll Free: (855)632-7633  
Lincoln: (402)473-7000  
Omaha: (402)595-1178

## List Organization Window (Change)

The List Organization window now has two columns, showing if the ORG is a Medicaid Provider or an Energy Provider.



EIN/SSN	Dup	Organization	Medicaid Provider	Energy Provider
9134627		A-1 APPLIANCE	N	Y
7284151		ADAMS COUNTY SHERIFF'S OFFICE	N	Y
45441	476006068	PERM ALBION WATER DEPARTMENT	N	Y
5031657	470175460	PERM ALL POINTS COOPERATIVE	N	Y
4121654	476006082	AUBURN BOARD OF PUBLIC WORKS	N	Y

## MED Only Organization and Investigations (Fix)

Workers have been unable to Tie Intakes and to view other Icons related to Organization Investigations to Organizations when the Organization is designated as "MEDICAID ONLY". This has been fixed; workers will now be able to access ORG Investigation, Intake, ORG Complaint, Alerts, Questions and Home Details.

- ORG Investigations Icon 
- Intake Icon 
- ORG Complaints Icon 
- Alerts Icon 
- Home Details 

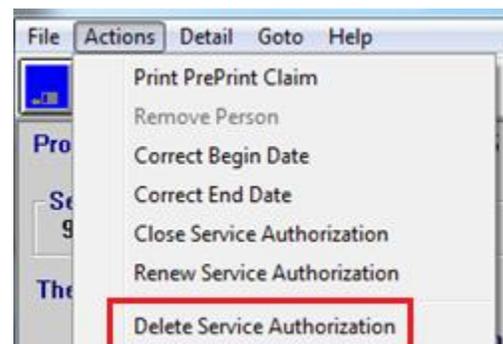
## Deleting Service Authorizations Created in Error (Change)

When a Service Authorization to a Provider or Contractor is created in error, it can be deleted if:

- It is deleted the same day it is created and
- There are no claims associated with the Service Authorization.

N-FOCUS will delete the correspondence to the client and provider when the Service Authorization is deleted. The Service Authorization will not display in the List Correspondence window after being deleted.

**Note:** The Service Authorization can be deleted even if the Service Authorization notices have been printed by selecting the Print



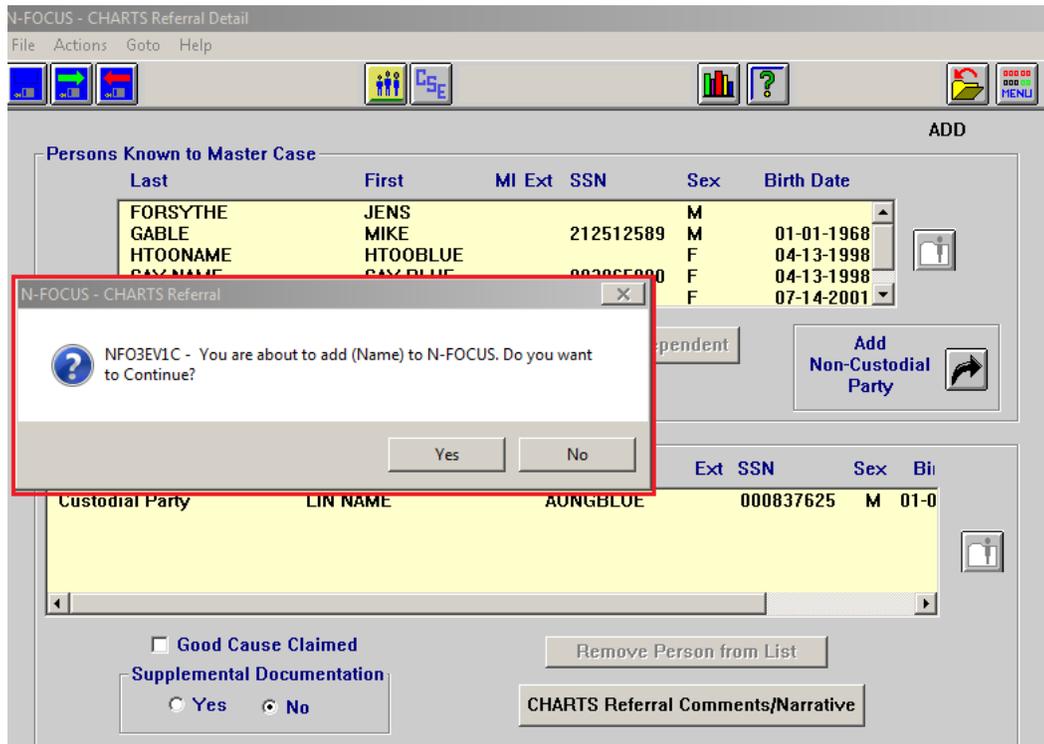
Now option. If the notices are printed and then the Service Authorization is deleted, the worker must be sure they are NOT mailed.

If **Print Later** was selected, the Correspondence will be deleted and nothing will be mailed to the client.

### CHARTS Referral Adding NCP (Change)

When adding a non-custodial parent (NCP) to a CHARTS Referral, who does not exist on N-FOCUS, an information message will display asking if you want to continue:

- Yes** The NCP will be added to N-FOCUS and the CHARTS Referral Detail window will display with the person listed as the NCP (IMPORTANT NOTE: The person is added to N-FOCUS and NOT to the Referral)
- The referral can be completed and sent
  - If the Referral is canceled, the NCP information will be deleted from N-FOCUS
  - If the CHARTS Referral is deleted and the only involvement the NCP has on N-FOCUS is that of the NCP, the NCP information will be deleted from N-FOCUS
- No** The person will NOT be added to N-FOCUS or the referral. The worker will then either enter an Unknown as the NCP or add another person and go through the resolution process again.

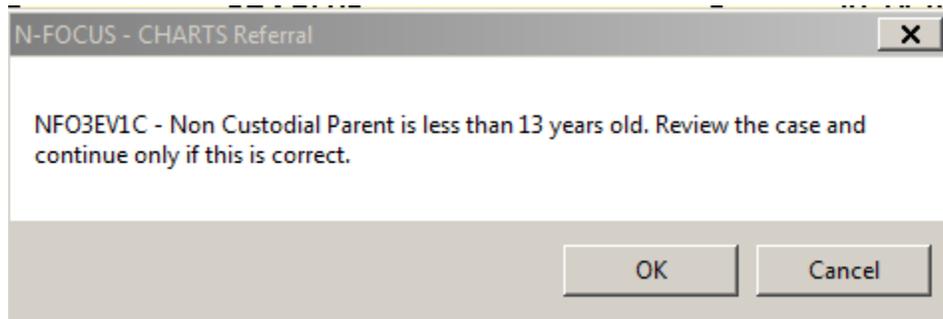


## CHARTS Referral Adding NCP Less Than Age 13 (Change)

---

When an NCP under the age of 13 is selected for a CHARTS Referral, the following message will display.

- Yes – continue with selected NCP
- Cancel – return to the CHARTS Referral Window and select a different NCP



**Note:** This is an informational window only. This window will not prevent you from creating or sending the referral.

## Person Search (Change)

---

The Search by Account button located on the person Search window is used to access the Search Person(s) by LIHEAP Account Number window.

A rectangular button with a thin border and a slight shadow, containing the text "Search by Account" in a bold, sans-serif font.

A date and timestamp was added to the person search window to assist workers when documenting verification of background checks and a person is not found. Some workers take screen shots of the message that the person was not found and needed to have a verification of the date and time that it was completed.

## Search Office Position (Change)

With this release, when a search is made for an Office Position, only active position numbers or vacant position numbers that are assigned to an active Program Case or have no Program Cases assigned to the position will display.

To filter the search criteria, the following options have been added:

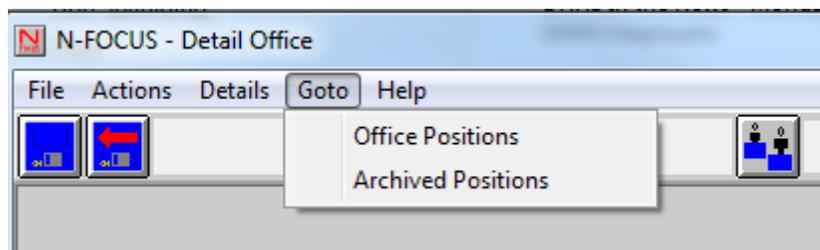
- Include Inactive Positions
- Include Archived Positions
- Show Archived Positions Only

An Archived Positions will have Closed or Denied program cases assigned to the position. This will assist users who are searching for position numbers without any Closed or Denied program Cases assigned to the position number.

Archived Office Positions has also been added to Goto, on the Detail Office window.

## Detail Office Window (Change)

An Office's Archived positions can viewed from the Detail Office window by selecting menu option GoTo >Archived Positions.



## Correspondence

---

### Adoption and Guardian Annual Letter Report (Change)

---

The adoption review and change request as well as the guardianship review and change request correspondence will need to be run monthly through batch. The adoption review and change request will be run 45 days prior to the review tracking review due date (under actions).

These two correspondence will be completed for the November batch release. These correspondence will be sent out automatically within 45 days of the review due date. The business is requesting a self-addressed stamped envelope be sent out with the correspondence.

## Expert System

---

### Monthly MESA (New)

---

Effective 01/15/2016 a Monthly MESA will run budgets for all AABD PMT, ADC, Child Care, SNAP, Medicaid and 599 CHIP program cases when a change in Social Security (SSA) or Supplemental Security Income (SSI) benefits has been detected in the past month.

It will continue to be run on the night of 15<sup>th</sup> of the month when N-FOCUS detects an amount change in SSA or SSI from the BDE or SDX interface in the previous one month period (the 16 of the previous month until the 15<sup>th</sup> of the current month).

**Note:** If the 15<sup>th</sup> of the month is a Sunday or Holiday the Monthly MESA will be run on the nearest work day.

If the MESA budget results in a benefit change a notice will be created and mailed to the client.

Monthly MESA will not run budgets for State Disability Program cases. Cases that have a Medical Impairment reason of 'SDP Medical Consultant – Blind' and 'SDP Medical Consultant Disabled' will be excluded. An Alert will be created indicating an action needs to be taken and the Mass Change Detail window will display "Invalid Medical Impairment Type" in the Grant Case Category.

With the beginning of the Monthly MESA , the Interface Information Alerts 259 and 434 will no longer be created when N-FOCUS detects a change in SSA or SSI benefit amounts.

Those Alerts will continue to be created when N-FOCUS detects a change in Unemployment (IUC) or Long Term Care information.

## MESA Process by Worker

In certain circumstances, it is necessary for a case to be bypassed during the Monthly MESA run or yearly COLA and FPL runs. The reason for this is a change needs to be made to the living arrangement, but a new budget should not yet be run. The need to change the living arrangement is to facilitate notification on the Medicare Part D file that the person is exempt from Part D copays (as per federal law). The following scenarios call for a living arrangement to be changed, but a budget should not be run:

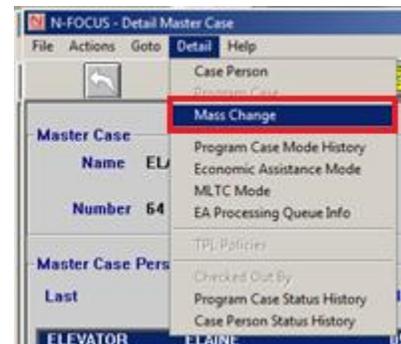
- **Move to Nursing Home** (even if just a rehab stay) and on Medicare Days. At day 21 Medicare (A and B) may send copays to Nebraska so the living arrangement change is necessary for MMIS to pay claims. However, the customer is still allowed to maintain the apt/house standard for budgeting.
- **Assisted Living (not waiver)** for two months to save a place at the assisted living facility should the customer be able to return to the Assisted Living facility.
- **Assisted Living Waiver for 30 days** after the move to the nursing home. The waiver worker should be aware if the person will return home or not and notify us.
- **SSI** recipient where they stay at full benefit for up to 3 months.

### Items to remember:

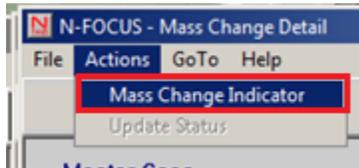
- Facilities should be reporting via the online Change Report when a person leaves the facility or goes off Medicare days.
- Customers are given a period of time where they are allowed the higher standard to allow for possibly returning to the previous arrangement.

In these particular scenarios, the worker should change the MESA Mass Change processing indicator to “Process By Worker.” To do so, follow these steps:

1. Select Mass Change on the Detail drop-down window on the Detail Master Case window:



The Mass Change Detail window displays.

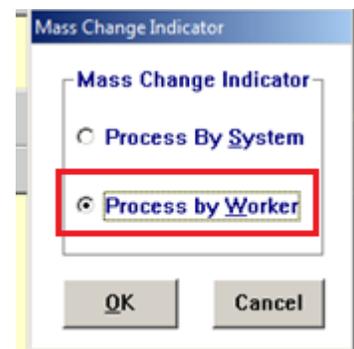


2. Select Mass Change Indicator from the Actions drop-down menu:

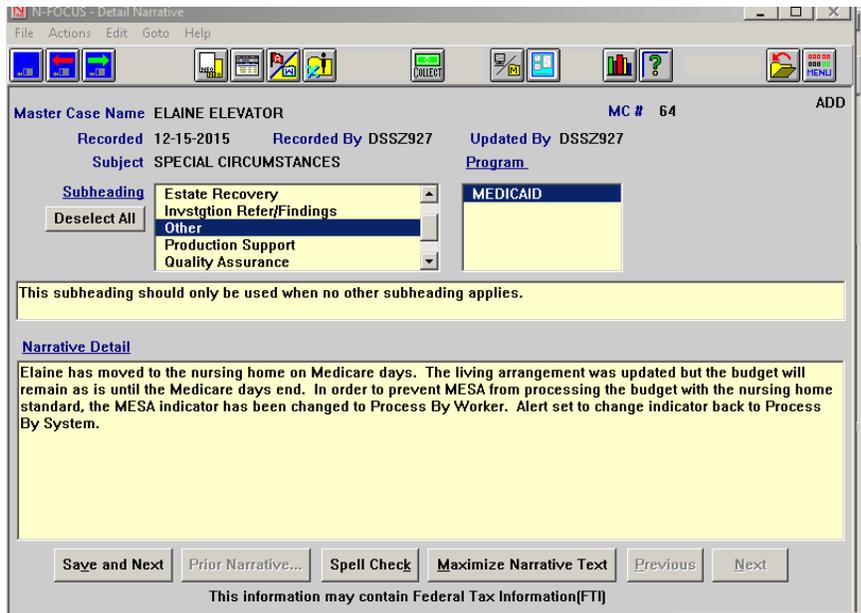
**Result:** The Mass Change Indicator box displays.

3. Select the Process by Worker button.
4. Select the Ok button and close the window.

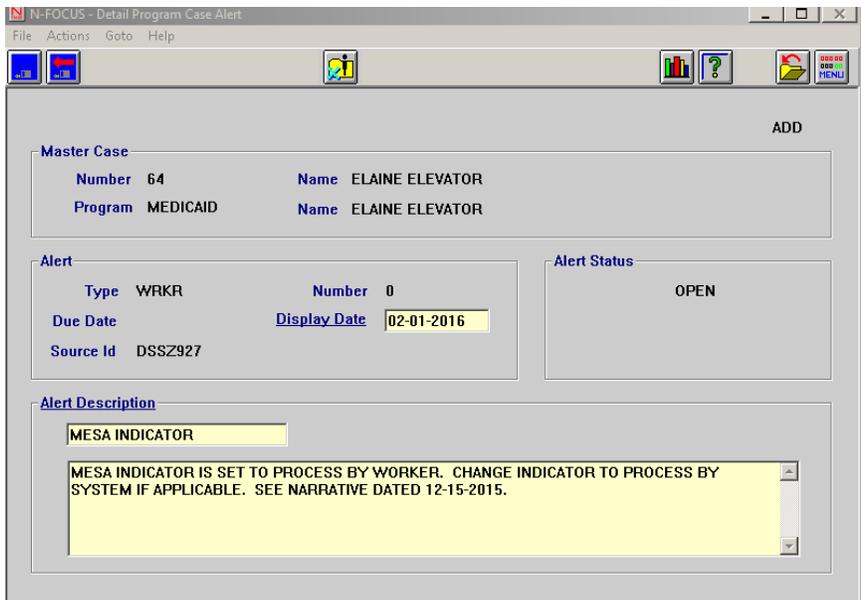
The Detail Narrative window displays.



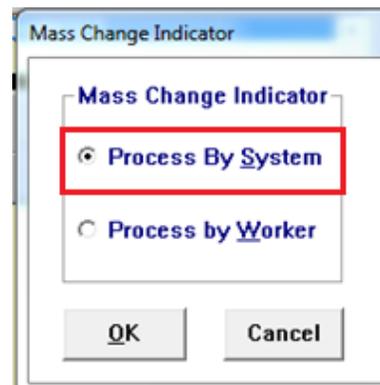
5. Enter a narrative on the case explaining the specific situation and need for setting the Mass Change indicator to Process by Worker.



6. Create an Alert to display when the budget should be run depending on the scenario.



7. Update the MESA Mass Change indicator to Process By System.



## Transitional Child Care (Change)

When a Child Care Case is being determined for the initial month of application, N-FOCUS will no longer place the Child Care Case into Transitional Child Care. If the Child Care Program Case should be Transitional for the initial month, the worker will still have the ability to manually set the Child Care Case to Transitional.

When the client has received 24 months of Transitional Child Care and a budget is ran past the 24<sup>th</sup> month, the budget will fail for TCC Time Limit Exceeded.

When the budget is reviewed in Budget Summary you will now see a line, TCC Time Limit Test, with a Pass or Fail Displayed.

The screenshot shows the 'N-FOCUS - Benefit Summary' window for a client named BRAD CHAPS. The window is divided into two main sections: 'CC' (Child Care) and 'REGULAR'. The 'CC' section displays financial data for the child care program, including Resource Total (0.00), Resource Limit (6,000.00), Earned Income (2,500.00), Earned Income Disregard (250.00), Unearned Income (0.00), AABD Amount (0.00), Net Income (2,250.00), and Income Limit (2,456.00). The 'REGULAR' section displays information for the regular program, including Unit Size (2), Number Eligible Children (1), Eligible As: Transitional, Family Fee (0.00), and First Child (0.00). At the bottom of the window, there are two buttons: 'OK' and 'Help'. A red box highlights the 'TCC Time Limit Test' result, which is 'Fail'.

BRAD CHAPS		CC	REGULAR
Resource Total	0.00	Unit Size	2
Resource Limit	6,000.00	Number Eligible Children	1
Earned Income	2,500.00	Eligible As:	Transitional
Earned Income Disregard	250.00	Family Fee	0.00
Unearned Income	0.00	First Child	0.00
AABD Amount	0.00		
Net Income	2,250.00		
Income Limit	2,456.00		
Resource Test:	Pass	Service Need Reason:	Employed
Income Test:	Pass	Creation Date:	09-15-2017
TCC Time Limit Test:	Fail	TCC Begin Date:	10-01-2015

The Closure reason Transitional Child Care Time Limit Exceeded has been created. This reason is selected when the budget Fails the TCC Time Limit Test. This Closure reason can also be selected manually in Expert System when closing the Child Care Case in Case Actions.

Close  
Your Child Care Subsidy Case is closed effective 10-01-2017.

The reason is:

- Transitional Child Care Time Limit Exceeded

The manual references which support this Notice are- 392 NAC 3-005.01C

If your circumstances change you may reapply for assistance at anytime.

A new feature created for TCC is displaying the total months a client has received TCC.

This can be found by going into the budget summary, double clicking on the TCC Begin Date line.

TOM GUY		CC	REGULAR
Resource Total	0.00	Unit Size	2
Resource Limit	6,000.00	Number Eligible Children	1
Earned Income	2,500.00	Eligible As:	Transitional
Earned Income Disregard	250.00	Family Fee	342.00
Unearned Income	0.00	First Child	342.00
AABD Amount	0.00	Service Need Reason:	Employed
Net Income	2,250.00	Creation Date:	11-09-2015
Income Limit	2,456.00	<b>TCC Begin Date:</b>	<b>11-01-2015</b>
Resource Test:	Pass		
Income Test:	Pass		
TCC Time Limit Test:	Pass		

A new window is displayed showing the total months of TCC as of budget month. If the budget does not have an end date next to it, the display will show the total months as of the current date. This window also displays the TCC begin date and the projected End Date for TCC (24 months from the begin date).

CC Transitional Transitional Child Care Detail for 09/2016

**Total Transitional Child Care Months**

Month 12 as of the Budget Month

TCC Begin Date: 10-01-2015  
TCC Projected End Date: 09-30-2017

See additional screen prints for this process on the following page.

Master Case							
Name		TOM GUY					
Number		583					
<a href="#">View All</a>							
Last Name	First Name	Program			Assistance	PC Status	PC Number
Auth Amt	Elig	Type	Iss	Category	Begin Date	End Date	Creation Date
- GUY	TOM	CC		TRANSITION	ACTIVE		62955073
	PASS	REGU	Y		04-01-2016		03-05-2016
	PASS	REGU	Y		01-01-2016	03-31-2016	11-09-2015
	PASS	REGU	Y		12-01-2015	12-31-2015	11-09-2015
	PASS	REGU	Y		11-01-2015	11-30-2015	11-09-2015
	PASS	REGU	Y		10-01-2015	10-31-2015	11-09-2015

**Total Transitional Child Care Months**

**Month 17 as of the Current Month**

**TCC Begin Date: 11-01-2015**  
**TCC Projected End Date: 10-31-2017**

## Children & Family Services

### Detail Immunization Window (New)

The Detail Immunization window is accessed from the Detail Medical Exam window by clicking the Immunization button. This window is used by CFS workers to document needed and received immunization records for case persons. Workers will be able to select from a list of common immunizations, enter if it has been received, the date (if received), and comments regarding the immunization.



## Detail Medical Exams Window (Change)

The Detail Medical Exams window will now let users enter in a date for a follow-up appointment that was scheduled related to an appointment entered for a case person.

Appt Date	Type	Follow Up Appt Dt	Professional	Role
09/15/2015	Dental			
02/20/2015	Physical	03/30/2015	DOCTOR WHO	PSYCHIATRIST
11/30/2014	Psychological			
10/01/2014	Dental			
09/24/2014	Physical			
12/31/2013	Vision			

## Adoptive Placement Agreement Window (Change)

The following changes have been made to the Adoptive Placement Agreement window:

- The \$ per month maintenance check box has been changed to \$ per day maintenance
- Child care through Title 392 if eligible check box has been added

**Note:** These same changes will be reflected on the Adoptive Placement Agreement correspondence.

Child's Name: TIMMY TURNER

Financial Responsibility

The adoptive parent(s) will . . . [select one or more of the following]

Assume full financial responsibility

Receive financial assistance from HHS . . . [select one or more of the following]

\$ per day maintenance Maintenance Amount: \$0

Medicaid coverage

Medical payment for the following:

Child care through Title 392 if eligible

OK Cancel Help

## Intake and Intake Worksheet (Change)

With this release, the Records Check button and window have been removed from the Detail Intake window. This information will also be removed from the Intake Worksheet. Intake workers will no longer be required to enter this window and make a selection prior to closing an intake.

## Home Detail Facility Type (Change)

The following changes have been made the Home Detail Facility Type names:

Previous Facility Type Name	New Facility Type Name
Foster Home Agency Based	Agency Supported
Foster Home – Traditional	Foster Home – HHS
Adoptive Home (Approved)	Adoptive Home Kinship (Approved)
Continuity Foster Care	No longer allowed to be selected as a placement
	Adoptive Home Relative (Licensed)
	Adoptive Home Kinship (Licensed)
	Pre-Adoptive (Licensed)

## Education Court Report (New)

The Education Court Report is available with this release. To access the Education Court Report, from the Detail Legal Action window, select a Participant and click the EDU icon on the toolbar. Otherwise a user can access the icon from the Program Case.



**Note:** A worker will need a Legal Action already created to be able to create a new Education Court Report.

The worker will enter the Report Questions and fill out the applicable questions involved in the Education Court Report. There are 17 pages of questions. Some could be not applicable due to the child's age or education grade level.

Below is a picture of Page one and the question involving if the child is enrolled in school, preschool, child care or EDN. The worker will answer Yes or No and if they answer Yes; they have to fill out the Education

information. The worker will be able to Swoosh out and select a School Attendance from the child's School Attendance history. The worker will then have to fill out how many months they have attended school and what type of school it is. If the child is under 5, they will have to answer a question. Many of the windows act like this.

Court	Judge	Docket	Page
BUTLER COUNTY COURT	MARVIN V MILLER		
BUTLER COUNTY COURT	MARVIN V MILLER	JV 33	09
LANCASTER COUNTY JUVENILE COUR	REGGBLUE RYDENAME		

When the worker is done completing all 17 questions; they will submit this assessment for Ready for Review for their supervisor to approve. On the Detail Education Court Report window, when the assessment is in Final and the worker wants to print the Education Court Report; they will want to highlight the applicable Court that they want to print on the Education Court Report.

### [Service Referral Print Family FSNA \(Change\)](#)



You are now able to print the family's FSNA needs from the Service Referral under the Presenting Problem's section of the Print Out. This will help to save the worker's time of having to fill the narrative out and giving the providers more information.

To Print the FSNA, follow these steps:

- Use the Out Select Arrow  to select a Household Name from the FSNA
  - The most recent Finalized FSNA from that household will display
- Select either Caregiver or Child and select Presenting Needs
  - When you are in this window all Needs from the FSNA for all caregivers and children will be present. Select all of the needs or just individual needs to Print on the Service Referral.
  - The following services are allowed to have the FSNA needs printed with them:
    - Drug Testing
    - Laboratory Confirmation
    - Electronic Monitoring/Tracker
    - Family Support Services
    - Intensive Family Preservation
    - In Home Safety Service
    - Tracker Services.

**Note:** For the other services, a worker will continue using the window the as before.

With this release, the following changes have been added:

- Review By function
- Copy Forward function
- Service Referral no longer needs to be Finalized
- Narrative Payment Method will no longer be available as the Services Begin Date, End Date, Units, Type and Frequency will be printed under this section

**N-FOCUS - Detail Service Referral**

File Actions Goto Help

Case 544 Program CFS ID Nbr 77472230 UPDATE

Completed By LARRY LAVENDER

**Name**  
ALAN MCKEE SR

**Service**  
FAMILY SUPPORT SERVICES  
 Misc Service

**Provider**  
KVC BEHAVIORAL HEALTHCARE NEBRASKA, INC

HH Name LATROY MCKEE

**Presenting Needs**  
 Caregiver  Child Presenting Needs

**Services**  
 Begin Date 09-01-2015 End Date  
 Units 0 Type [NONE] Frequency [NONE]

Reviewed By  
Supervisor

**N-FOCUS - Detail Service Ref - Presenting Needs - Caregiver**

HH Name LATROY MCKEE

Name	Role
LATROY MCKEE	Primary Caregiver
ALAN MCKEE SR	Secondary Caregiver

**Needs**

CHRONIC/SEVERE SYMPTOMS	Select All	Selected Needs FREQUENT DISCORD OR SOME DOMESTIC
LIMITED SUPPORT SYSTEM	Deselect All	
RESOURCES ARE INSUFFICIENT OR NOT WELL-MATCHED TO CULTURAL COMPONENT THAT CAUSES SIGNIFICANT MINOR NEED	Select	
	Deselect	

**Rating Narrative**

coping skills/mental health/development disability narrative

Save and Previous Save Save and Close Save and Next Close

## Independent Living Plan (Change)

There are 7 new narrative that have been added to the Independent Living Plan. (Review the screen print to see the new items)

The screenshot shows the 'N-FOCUS - Detail Narrative' window. The title bar includes 'File Actions Edit Goto Help' and several icons. The main content area is titled 'Independent Living Plan' and contains a 'Narrative Information' section. This section includes a 'Subject' field with the value 'Independent Living Plan', a 'Status' field with 'DRAFT', and a 'Record' field with '10-22-2015'. Below these are fields for 'Created By', 'Header Last Updated By', 'Header Last Updated On', 'Text Last Updated By', and 'Text Last Updated On'. An 'Occurrence' field is set to '10-22-2015'. A dropdown menu for 'Item' is open, showing a list of services: 'Provided Service', 'Normalcy: (14-18 year old)', 'Permanency: (14-18 year old)', 'Health Care: (14-18 year old)', 'Required Documents: (14-18 year old)', 'Bridge to Independence (16-18 year old)', 'Education and Training Voucher(Age 17/foster care)', and 'Durable Power of Attorney (Age 18)'. A 'Document what gets' field contains the text 'the service and the details; the steps and'. At the bottom of the window, there are buttons for 'Spell Check', 'Maximize Narrative Text', 'Previous', and 'Next'. The status bar at the bottom right shows the date '10-22-2015' and the time '12:33:16'.

## Service Approval (Change)

The function of allowing a user to end an assignment for a closed Service Approval has been enabled on N-FOCUS.

## APS Investigation (Change)

Investigations in an APS program case now have a conclusion that the worker will select to determine the status of the program case. Prior to updating the status of an investigation with a type of 'Investigation' or 'Self-Neglect Assessment' workers will now be required to enter a conclusion of 'Open for Voluntary Services', 'Open for Involuntary Services', 'Referred to Community Services – Close Case', 'Close Case', or 'Investigation/Assessment Related to Open Case'. After the worker makes these selections and a supervisor finalizes the intake, the assistance code for the APS program case may be updated to reflect if the case is receiving voluntary, involuntary services, or remain unchanged.

The screenshot displays the 'N-FOCUS - Detail Investigation' application window. The title bar reads 'N-FOCUS - Detail Investigation' and the menu bar includes 'File', 'Actions', 'Detail', 'Goto', and 'Help'. The main content area shows the following details:

- APS Case Name:** CHUCK FINLEY
- Investigation Type:** Investigation
- Investigation Number:** 96103241
- Begin Date:** 08-05-2015
- Status:** Final
- as of:** 08-25-2015
- Updated By:** DSSZ918

A dropdown menu titled 'N-FOCUS - Select Conclusion' is open, showing the following options:

- Investigation/Assessment Related to Open Case
- Open for Voluntary Services
- Open for Involuntary Services
- Referred to Community Services-Close Case
- Close Case
- Investigation/Assessment Related to Open Case

On the right side of the main window, there is a vertical stack of buttons: 'Investigation Narrative', 'Summary Narrative', 'Conclusion' (highlighted with a red box), and 'Status History'. Below these are buttons for 'Add/Update', 'Contact Detail', and 'Conditions'. At the bottom of the window, there is a 'Reviewed By' section with 'Supervisor JOSEPH SWIFTY V' and 'On Behalf Of' fields, along with a 'Supervisor Review' button. The status bar at the bottom right shows '1 N-FOCUS - Test Date 10-29-2015 13:58'.

## APS Program Case (Change)

When an APS program case is opened or reopened, the case will now be opened with an assistance code of 'Investigation/Assessment' instead of 'Disregard Income'. This indicates that the open case is related to an APS case currently involved with an investigation. Individual person's Assistance codes will continue to be 'Disregard Income'. Should an investigation within the program case be finalized with a conclusion of 'Open for Voluntary Services' or 'Open for Involuntary Services', the assistance code for the case will automatically be updated to 'Voluntary Services' and 'Involuntary Services' respectively. If an investigation is finalized with any other conclusion, no change will be made to the assistance code.

The screenshot shows the 'N-FOCUS - Detail Program Case' window. The 'Program Information' section contains the following details:

- Program: APS
- Assistance Code: INVESTN/ASSMNT (highlighted with a red box)
- ID: 19918140
- Master Case ID: 6001
- Mode: ASSIGNED
- Status: Active
- Status Begin Date: 10-29-2015

On the right side of the window, there is a 'Case Detail' button.

Supervisors and administrators will also have the ability to manually update the assistance code for the case. To manually update the assistance code for the case, users will click on the 'Case Detail' button. After clicking on the case detail button, they can select the appropriate assistance code and then enter a date that this case status should begin.



The screenshot shows the 'N-FOCUS - Case Detail' window. The 'Program Information' section contains the following details:

- Program: APS
- Assistance Code: INVESTN/ASSMNT
- Master Case: 6001
- Application Received Date: 01-01-2013
- Assistance: INVESTN/ASSMNT
- Fund: VOL SERVICES
- Quarterly Report Form Month: (empty)

A dialog box titled 'N-FOCUS - Date Changes become Effective' is open, displaying the message: 'Assistance and/or Funding information has changed. Enter date this change becomes effective.' The date '10-29-2015' is entered in the text field. The dialog box has 'OK', 'Cancel', and 'Help' buttons.

At the bottom of the window, the 'Program Case Assistance information' section shows the date '10-29-2015'.

## APS Program Case Narratives (Change)

APS Supervisors now have the ability to delete a narrative in an APS Program Case that is in draft status. Previously, these narratives could not be deleted at all.

## Family Relationships (Change)

For Master Cases containing CFS Program Cases, Family Relationships can now be entered without checking the case out to the Expert System. To do so, follow these steps:

1. From the Detail Program Case window, select the Family Relationships icon.



The Family Relationship window will display.

2. Select the New icon



The Add/Update Family Relationships window will display.

3. Complete the Family Relationships as appropriate.

Person			Relationship Type	Person(s)		
LOWE	LUCAS	05-03-1969	Divorced	LOWE	TWO	05-03-2000
LOWE	MOM	05-03-1969	Married	LOWE	ONE	05-03-2009
LOWE	TWO	05-03-2000	Non-Relative			
LOWE	ONE	05-03-2009	Parent (Adopt)			
			Parent (Bio)			
			Parent (Step)			
			Relative			
			Sibling (Adopt)			
			Sibling (Bio)			
			Sibling (Step)			
			Widowed			

**Begin Date**  
05-03-2000

**Marital Status**  
Divorced  
Married  
Never Married/Annulled  
Widowed

## Guardianship Relationship (Change)

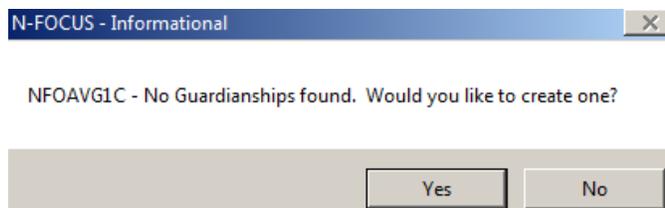
For CFS, SG and SG/MED cases, Guardianship Relationships can now be entered without checking the case out to the Expert System. To enter the Guardianship Relationships in the Mainframe, follow these steps:

1. From the Detail Program Case window, select Goto>Guardianship Relationship



If there are no Guardianships, the following message displays asking if you would like to create one.

2. Select 'Yes' and the Add/Edit Guardianship window appears.
3. Select the child in the Children box and the Guardian in the Guardian/Conservator box
4. Enter the begin date
5. Select 'Next' or 'OK' to save the relationship



**Children**

ONE LOWE  
TWO LOWE

**Guardian/Conservator**

LUCAS LOWE  
MOM LOWE

Begin Date: 10-01-2015

End Date:

Next OK Cancel

## N-FOCUS Tips

---

### Addresses

---

- **Addresses** – DO NOT add a Mailing Address for a person unless the Mailing Address is DIFFERENT than the Physical Address.
- **Adding Aliases and Previous Names** – Add this information under Name History
  - Name History Button is located on the Person Detail window



### Tribal Information

---

- **CFS - Adding Tribal Information** – enter Tribal information on the List Tribal window
  - Tribal Button is located on the Person Detail Window
    - Select the New Icon
    - Enter appropriate information on the Detail Tribal Information window
    - Save or Save and Close



### Copy/Paste Keyboard Short Cuts

---

- **Copy/Paste Keyboard Short Cuts**
  - Copy = Ctrl + Insert
  - Paste = Shift + Insert

### Viewing Family Relationships

---

- **Viewing Family Relationships from Program Case Window**
  - Select a person from the Program Case Persons list box
  - Click the Family Relationships Summary icon
    - The Family Relationships Summary window displays relationships and legal status (i.e. HHS Ward)



### Program Case Actions Affecting Service Authorizations

---

- **Program Case Actions Affecting Service Authorizations**
  - Actions taken on a Program case may affect the Service Authorizations in that case.
    - When a Program Case is closed, and there are Service Authorizations with a Future Dated End Date, the service Authorization will be end-dated as of the date the Program Case Closes. Until the end of month process occurs, the Service Authorization will remain unchanged.
      - **EXAMPLE:** A Child Care Program contains a Service Authorization with an end date of 12/31/2015. On 11/15/2015 the Child Care Case is closed for 11/30/2015. The Service Authorization will remain active and continue to display the Original End Date of 12/31/2015 until the end of the month closing program is run. After the end of month closing program is run, the Service Authorization End Date will change to 11/30/2015.

- If the Program Case is Closed for a Future Month, and then Pended for the Future Month and Denied from the Pending Status, all Service Authorizations that exist as of the Date of Denial are deleted.
  - **EXAMPLE:** A Child Care Program Case contains a Service Authorization with an End Date of 12/31/2015. On 11/15/2015, the Child Care Program Case is closed for 11/30/2015. Later on the same date, the Child Care Program Case is closed for 11/30/2015, and denied from the Pending Status. Denying the Program Case will cause the Service Authorizations with the End Date of 12/31/2015 to be deleted. Notices to the Providers and Client are not deleted in Correspondence.

## Document Imaging

- **Document Imaging**
  - When searching for a Document Image, you can change the date range to narrow the search criteria.
    - Date Range can be up to a 6 month timeframe
  - Column Headings can be moved to different positions to fit your needs.
    - Point to the column heading (Example: Saved, Last Modified, etc)
    - Hold down your left mouse button
    - Drag and drop to the location you wish to have the column sit
    - The column order will remain in the order you set
  - Scanning Documents (CPS)
    - Do not scan the same document more than once
    - Scan document under one child's name
    - When Searching, highlight all children in the MC and Category Headers
  - Saving an E-Mail to Document Imaging
    - From the Detail Master Case window select the Add Image icon
      - The Add Image window will display



- Locate the e-mail to be added in Outlook
- Click and Drag the email to the Add Image window
  - Select the message to view the image
- Complete the Index Information fields
- Complete the Selected Documents field
- Save
- Saving a PDF to Document Imaging
  - From the Detail Master Case window select the Add Image icon
    - The Add Image window will display
  - Click the Browse button
    - You can also click and drag from your Explorer window to the Available Documents group box
  - Navigate to the location where you have stored the PDF files
  - Click OK
    - The files will display in the Available Documents group box of the Add Image window
    - All of the documents saved in the area you selected will be copied to this area.
  - Select the document and click the Select Document icon 
  - The file names will display on the left side of the Add Image window
    - Highlight the file names to view the document image
    - Click the Remove Image if appropriate 
  - Complete the Index Information fields
  - Complete the Selected Documents field
  - Save

## Search Providers

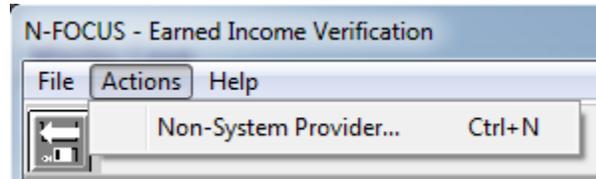
---

- **Searching for Providers from the Main Menu**
  - Select the Services icon
    - The Search Service Type window displays
  - Select the Providers button
    - Select this button in combination with a program to go to the Search Provider window.
    - Select a program from the Program drop down list to enable the Providers button.
      - The Search Provider window allows a search for and printing of a list of Organizations that have been approved to provide one or more Program Service Types.

## Earned Income Verification Correspondence

---

- **Earned Income Verification Correspondence**
  - When creating an EIV in Correspondence, if you don't find the right Employer by clicking the Find Provider (Employer) Select arrow, you can do the following:
    - From the Earned Income Verification window, Select the Actions>Non-System Provider menu
    - Type the Employer's Name and Address
    - Click OK
    - Save and Close
      - This action is especially helpful for small employers that are not listed on N-FOCUS as an Organization



## Narrating in Expert System

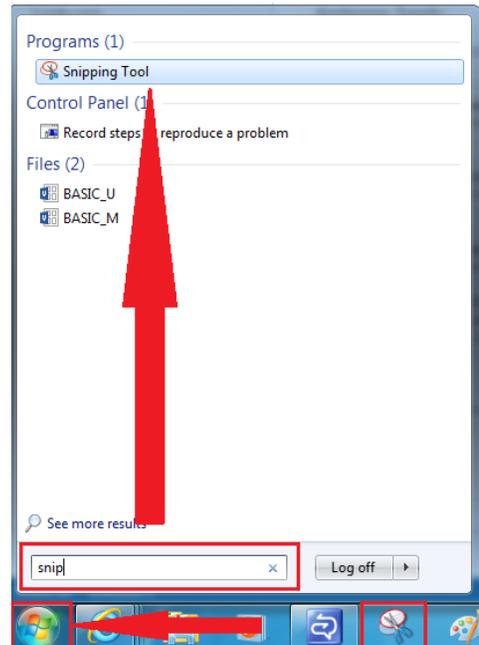
---

- **Narrating in Expert System**
  - Check out the Master Case
  - Open the Case Status window and move it to the side
  - Click the Search Master Case icon on the TOP LEFT
    - DONOT click the Master Case icon on the right
  - Enter the Master Case Number and Search
  - Open the Search Narrative window and leave it open.
  - Click the Case Status window to bring it forward
  - Open the case in Expert System
    - Now you can check and update Narrative while updating the case from the Navigator window without having to back out in order to work with Narrative.
    - This really helps when you are trying to remember narrated info (employer's name, bank's name, etc. that wasn't listed on the application) that you need to enter into Expert modules.

## Snipping Tool

- **Snipping Tool**

- The Snipping Tool allows you to take a partial or full size screen shot. To locate the Snipping Tool on your PC follow these steps:
  - Click the Start Menu in the lower left corner of your desktop
  - In the Search Programs and Files text box type Snip
  - The Snipping Tool will appear under Programs
  - Click the Snipping Tool program to open
  - To locate this program quickly in the future, Pin the program to the Task Bar (Right-click the Program name and select Pin to Task Bar)



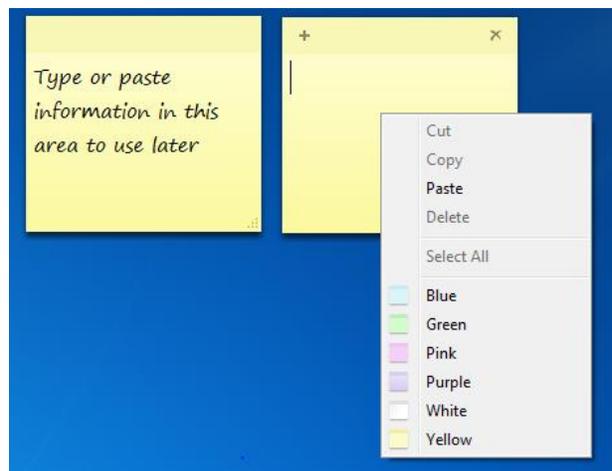
- **Using the Snipping Tool**

- When you open the Snipping Tool program, the desk top will appear grey
- Use your mouse to click and drag around the item you wish to screen print
- The selected area will display in the Snipping Tool window
- Use the tools in the toolbar as desired
  - Save, Copy, Email Snip as an Attachment, write or draw with the Pen, Highlight an area or Erase an area of the snipped item

## Sticky Notes

- **Sticky Notes**

- The Sticky Notes program allows you to place notes on your desktop for later use. To locate the Sticky Notes program on your PC follow these steps:
  - Click the Start Menu in the lower left corner of your desktop
  - In the Search Programs and Files text box type Sticky
  - Sticky Notes will appear under Programs
  - Click the Sticky Notes program to open



- To locate this program quickly in the future, Pin the program to the Task Bar (Right-click the Program name and select Pin to Task Bar)
- Type in the note as appropriate
  - To create a new Sticky Note – click the + sign
  - To delete the Sticky Note – click the x sign
  - To change the color of the Sticky Note – right-click on the Sticky Note and select the desired color

## N-FOCUS Public Web Site Child Care Roster

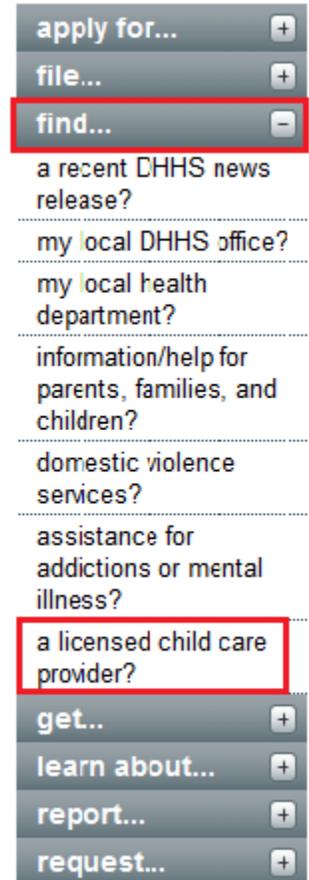
- **N-FOCUS Public Web Site Child Care Roster**

- This roster can be used to search for licensed Child Care Providers in Nebraska

- From the DHHS Intranet, click the Public Website located in the upper right of the screen
  - The DHHS Public Web Site will display
- From the How Do I section, click the Find option
- Click the “a licensed child care provider?” option
  - The Child Care in Nebraska window displays
- Click the “Search for a Child Care Provider” link
- Click the “Choosing Child Care for Your Children” link
  - The Choosing child Care for Your Children window displays
- Click the “Search for Licensed Child Care Providers” link
  - The License Information System Search window displays. This window allows you to search for both Individual, Business/Service and Facility/Service type licenses



### How do I...?



OR

- From the Child Care in Nebraska window, click the “Search for a Child Care Provider” link
  - The Roster of Licensed Child Care and Preschool Programs in Nebraska displays
    - This roster is categorized by Zip Code